



Arkansas Tobacco Quitline FY2013 Evaluation Report

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Evaluation of the Arkansas Tobacco Quitline FY 2013 (July 1, 2012 – June 30, 2013)

- A total of 14,130 unique tobacco users registered for tobacco cessation intervention services during FY2013.
- There was a 5% decrease in the number of registrants compared to FY2012 (14,774 registrants) and a 7% increase in the number of registrants compared to FY2011 (13,144 registrants).
- An analysis of the benefits programs assigned to tobacco users when registering for services shows that 84% of registrants were enrolled in the multiple-call cessation services program.
- The overall 7-month follow-up quit rate for all registrants regardless of NRT use or number of cessation counseling sessions received was 27.3%.
- Fifty-two percent (52%) of all registrants indicated they had at least one mental health diagnosis. Thirty-four percent (34%) of these registrants reported depression, 33% reported anxiety, 4% reported schizophrenia, 13% reported bipolar disorder and 8% reported drug/alcohol abuse.
- The 7-month follow-up quit rates for the three separate special populations were: Smokeless tobacco users - 30.5%; Hispanic tobacco users - 36.7%; and, Pregnant tobacco users - 38%.
- The FY13 cost per quitter is estimated to be \$518. This amount represents a 21% increase in cost per quitter compared to FY12.
- One-quarter (25%) of Quitline registrants enter the Quitline system via a fax referral from a health professional.
- A total of 8,751 fax referrals were sent to Alere during FY13 with 41% of the referrals resulting in a registration.

Analysis of Client Demographic, Service and Treatment Data

From July 1, 2012 through June 30, 2013 a total of 14,130 tobacco users registered with the ATQ to receive tobacco cessation intervention. This total represents a 5% decrease in the number of registrants compared to the total for FY12 and a 7% increase in the number of registrants compared to FY11.

Of all the 2013 registrants, 84% received the multiple-call cessation services program while 16% received the single-call cessation service. The focus for this report is tobacco users enrolled in either the single-call (n=2,272) or multiple-call (n=11,858) intervention. Of the total multiple call registrants, 10,602 individual registrants (75%) received multiple call intervention plus nicotine replacement therapy (NRT). Of the total single-call registrants, only 27 registrants received single call intervention plus nicotine replacement therapy (NRT). Of all NRT recipients 74% received the nicotine patch, 12% received nicotine lozenges and 14% received nicotine gum. Exhibit 1 shows demographic breakdowns for the FY13 ATQ registrants.

Exhibit 1: Demographic Characteristics of Registrants Receiving Intervention Services (n=14,130)

		FY2013		FY2012	
Gender	Female	9187	65%	9658	65%
	Male	4940	35%	5113	35%
	Missing/Refused	3	0%	3	0%
Female	Pregnant	301	2%	284	2%
	Planning Pregnancy	141	1%	159	1%
	Breastfeeding	70	0%	45	0%
Race	White	10288	73%	11150	75%
	American Indian or Alaska Native	339	2%	362	2%
	Black or African American	2666	19%	2515	17%
	Other	385	3%	362	3%
	Missing/Refused	452	3%	385	3%
Ethnicity	Hispanic-Eng. Int	261	2%	270	2%
	Hispanic-Span Int	66	0%	23	0%
	Non-Hispanic	13337	94%	14055	95%
	Not Collected/Asked	357	3%	308	2%
	Don't Know/Refused	109	1%	118	1%

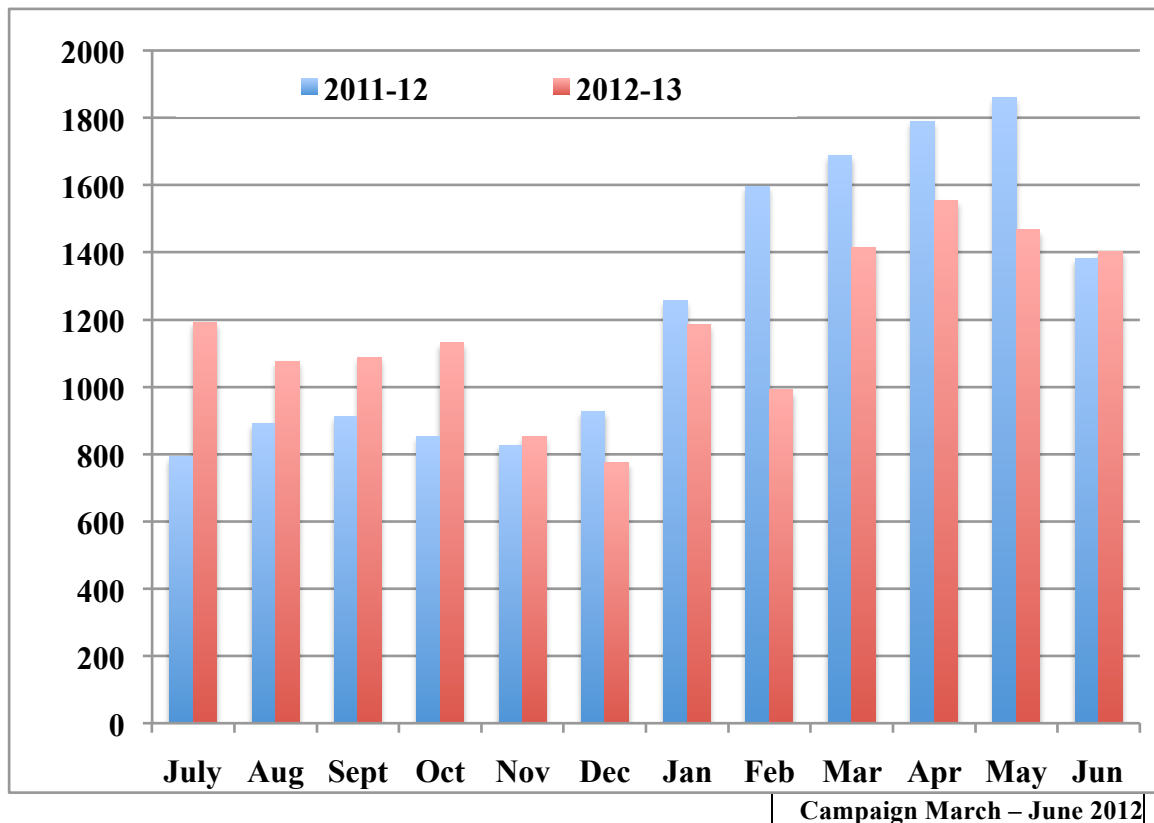
Exhibit 1: Demographic Characteristics of Registrants Receiving Intervention Services

		FY2013		FY2012	
Race & Ethnicity /Gender	White (NH) Female	6707	47%	7228	49%
	White (NH) Male	3433	24%	3775	26%
	Black (NH) Female	1690	12%	1638	11%
	Black (NH) Male	958	7%	856	6%
	Hispanic Female	180	1%	185	1%
	Hispanic Male	147	1%	107	1%
Age	13-17	71	0%	79	1%
	18-24	1625	12%	1786	12%
	25-34	3247	23%	3393	23%
	35-44	2846	20%	3316	22%
	45-54	3286	23%	3334	23%
	55-64	2235	16%	2112	14%
	65-74	706	5%	633	4%
	75+	103	1%	106	1%
	Missing	11	0%	15	0%
Education	Less than grade 9	685	5%	651	4%
	Grade 9-11, no degree	2486	18%	2530	17%
	High School Degree or GED	5249	37%	5640	38%
	Some College or Voc. School	3861	27%	4084	28%
	College or University Degree	1283	9%	1387	9%
	Not Collected/Asked	454	3%	385	3%
	Don't Know/Refused	112	1%	97	1%
Chronic Disease	Diabetes	1566	11%	1510	10%
	Asthma	2302	16%	2298	16%
	COPD	2430	17%	2283	15%
	CAD	1346	10%	1319	9%
Treatment Type	Multiple Call - NRT	10602	75%	10361	70%
	Multiple Call Only	1256	9%	1399	9%
	Single Call - NRT	27	0%	63	0%
	Single Call Only	2245	16%	2951	20%
Online Activity	Provided Email	6475	46%	6839	46%
	Enrolled in Web Coach	6549	46%	6902	47%
	Consented to Follow-Up	13023	92%	13820	94%
Mental Health*	Depression	4748	34%	974	30%
	Schizophrenia	523	4%	93	3%
	Other	531	4%	106	3%
	Anxiety	4599	33%	868	27%
	Bi-polar Disorder	1771	13%	352	11%
	Drug/Alcohol Dep	1178	8%	238	7%

*New series of intake questions started May 2012

An examination of the number of tobacco users registering for services shows an average enrollment of 1,178 new registrants per month, which is a 4% decrease from the FY12 average of 1,231 registrants per month (Exhibit 2). Of note is the significant increase in the number of registrations over the four-month period of July – October 2012, demonstrating the impact of the local Quitline and national CDC media campaigns.

Exhibit 2: Number of Tobacco Users Who Registered for Services per Month



Mental Health and Substance Abuse Intake Questions

Mental illness and substance abuse are associated with both higher rates of smoking and higher levels of smoking (cigarettes per day). Strategies that address smoking in mental health and substance abuse settings are important for tobacco control. Starting in May 2012 a new series of intake questions were added to develop baseline data for this population in Arkansas. Of all registrants during FY13, 52% of all registrants indicated they had at least one mental health diagnosis. Thirty-four percent (34%) of these registrants reported Depression, 33% reported Anxiety, 4% reported Schizophrenia, 13% reported Bipolar Disorder and 8% reported Drug/Alcohol abuse.

Method of Entry

Tobacco users who registered for services are flagged with the method of entry into the Quitline system. The majority of respondents (75%) register via a call that the tobacco users made to the Quitline (Phone Inbound) and only a small number of respondents (0.5%) registering via a call that the Quitline made to the respondent (Phone Outbound). Approximately one in four registrants (25%) enrolled via a fax referral from a health professional representing a 3% increase in Fax Referrals compared to FY12. (Exhibit 3)

Exhibit 3: Registrants Method of Entry into the Quitline System

Method of Entry	FY13	FY12
Fax Referral	25%	22%
Phone Inbound	75%	77%
Phone Outbound	0.5%	1%
Web	0.4%	0.0%

Starting March 12, 2013 Alere began providing detailed data relating to each fax referral. An analysis of the details related to fax referrals shows that a total of 8,751 tobacco users were referred to the Quitline via fax over the 12-month period. Fax referrals from a health clinic can result in a variety of final dispositions. Exhibit 4 shows the breakdown of the final status of all users referred to the Quitline in FY13. It is of note that Alere could not reach 44% of all tobacco users referred to the Quitline. One reason for the high rate of “No Contact” could be that the average number of call attempts is low (5.8 call attempts). Also the times that call attempts were made did not vary. All attempts were made within the time frame assigned to the referral. It is suggested that call attempts be made during alternate time frames to increase the possibility of reaching the tobacco users.

Exhibit 4: Final Status of Clinic Fax Referrals

Final Status	FY13
Accepted/Enrolled in QL	41%
Declined	5%
Unreached/No Contact	44%
Other	10%

As part of the Service protocol agreement with Alere the initial attempts to reach the referred individuals should be made within 2 days of the fax receipt. A review of the detailed records showed that 9% of the referrals did not meet the criteria.

A total of 521 different health clinics sent fax referrals to Alere in FY13. Due to the procedures used for entry of referring clinic information into the Alere system, it is difficult to summarize the clinic organizations. The new E-referral reporting system should help to reduce these difficulties in future analysis of referring clinics.

Re-enrollments in Quitline

Under the Arkansas Service Protocol agreement, Arkansas tobacco users are allowed two enrollments per 12 months with NRT dispersed once in a 12-month period. A tobacco user may choose to re-enroll if their first quit attempt is unsuccessful. Recently, members of the North American Quitline Consortium have been discussing the various approaches to handling tobacco users who re-enroll for Quitline Services.

Data from July 1, 2010 – June 30, 2013 was compiled and analyzed to determine the number of re-enrollments incurred in Arkansas. The majority (86%) of the tobacco users who enroll for intervention services with the Quitline did so only once over the 3-year period. A total of 11% of tobacco users enrolled for services two times with a very small percentage enrolling three or more times over the 3-year period.

Exhibit 5: Percentage of Tobacco Users by Number of Enrollments (FY11-FY13)

Number of Quitline Enrollments	
1 Enrollment	86%
2 Enrollments	11%
3 Enrollments	2%
4+ Enrollments	1%

Follow-Up Interviews with Quitline Registrants

Telephone interviews were conducted with a sample of Quitline registrants for 4- and 7-month follow-up between July 2012 and June 2013. The sample was drawn from all tobacco users who registered for treatment service, consented to evaluation, and received at least one quit counseling session. The sample consisted of a stratified random sample of single and multiple call registrants and all registrants that were members of three special population groups: smokeless tobacco users, Hispanic, and/or pregnant women. The 4- and 7-month follow-up cohorts are a sample of Quitline tobacco user registrants in both the single and multiple call interventions. In total, 2,539 interviews were conducted in FY13. Exhibit 6 describes the completions, response rates, cooperation rates and refusal rates for each of the follow-up surveys by cohort. A total of 1,380 registrants were interviewed at the 4-month interval and 1,159 registrants were interviewed at the 7-month interval. At the 4-month follow-up the response rate was 41%. At the 7-month follow-up the response rate was 56%. A total of 15% of registrants contacted refused to participate in the 4-month follow-up study with a lower percentage (10%) refusing to participate at the 7-month follow-up.

Exhibit 6: Sample Sizes, Completions, and Response Rates

	QUOTA SELECTION	
	4-month Mar 12-Feb 13	7-month Dec 11-Nov 12
Total Sample	4302	2514

	COMPLETES	
	4-month Mar 12-Feb 13 Respondents	7-month Dec 11-Nov 12 Respondents
Single Call Completes	245	177
Multiple Call Completes	1135	982
Total Completes	1380	1159

	RATES	
	4-month Mar 12-Feb13	7-month Dec 11-Nov 12
Response Rate	41%	56%
Cooperation Rate	73%	84%
Refusal Rate	15%	10%

Response Rate - number of people interviewed/total number of people in the sample eligible to participate and should have been interviewed

Cooperation Rate - number of people interviewed/total number of people in the sample eligible to participate and contacted

Refusal Rate - number of people who refused an interview/total number of people in the sample who were eligible to participate and should have been interviewed

In addition to the stratified random sample of single and multiple call registrants, three special population groups were oversampled. These groups included a 100% sampling of Hispanics, Pregnant Women and Smokeless Tobacco Users. Quitline participants may be members of more than one special population cohort. Only registrants who were successfully contacted and agreed to participate are reflected in Exhibit 7.

Exhibit 7: Completed Interviews from Special Populations

Special Population	COMPLETES	
	4-month Mar 12-Feb 13 Respondents	7-month Dec 11-Nov 12 Respondents
Hispanic	93	49
Pregnant/Planning/BrFeed	92	50
Smokeless	201	128

Quit Rate Calculations and Classifications

Quit rates were calculated at both follow-up intervals (4- and 7-months). In the survey, respondents were asked whether they had used tobacco in the previous 30 days and if they used NRT since registering with the Quitline. The quit rate is a calculated percent of the number of tobacco users surveyed that had not used tobacco in the past 30-days divided by total number of tobacco users surveyed.

Respondents were classified in the No NRT/NRT groups based upon their use of any NRT, regardless of type or length of use. Respondents who were identified by the vendor as being sent NRT, but did not use the NRT, were classified in the No NRT group. Respondents who were identified by the vendor as not being sent NRT but indicated during the interview that they had individually bought and used NRT were classified in the NRT group.

For each calculated quit rate, a 95% confidence interval (CI) was calculated and reported. Because our calculated quit rates are based on a sample of the population some uncertainty will exist about the accuracy of the estimate. The CI is interpreted as the plausible range of values for the true quit rate. Generally a wide CI indicates that the sample size is small and the precision of the estimated quit rate is poor. These results should be interpreted with caution. When comparing the quit rates between treatment groups, or over time, the overlap (or lack of overlap) in the CIs indicates when the differences are likely to be meaningful.

Quit Rates at 4- and 7- month Intervals

The standard measure of the effectiveness of the Arkansas Tobacco Quitline is the percent of registrants who, at 4- and 7-months after registering with the Quitline, had not used tobacco for the past 30 days. At each follow-up intervals, respondents were asked whether they have used tobacco in the previous thirty days. Quit rates and confidence intervals (CIs) were calculated for registrants enrolled in the Single and Multiple Call programs and by NRT usage.

Among Arkansas Tobacco Quitline registrants participating in the follow-up surveys, 19.2% of registrants receiving Single Call/NRT and 31.6% of registrants receiving Multiple Call/NRT reported tobacco 30-day abstinence at 4-months (Exhibit 8a). The similarities in quit rates indicate that there is no significant difference between registrants that received a single quit session and registrants that received multiple quit sessions when NRT is used. However, quit rates are significantly different between registrants that received a single quit session and registrants that received multiple quit sessions without the use of NRT. Only 11.4% of the registrants receiving Single Call/NoNRT were successful in 30-day abstinence at 4-month follow-up as compared to 24.8% of Multiple Call/NoNRT registrants.

The 30-day abstinence rate for Multiple Call/NRT respondents is 26.9% at 7-month follow-up. The 30-day abstinence rate for Multiple Call/No NRT respondents is 36.2% at the 7-month interval but the rates are not significantly different (Exhibit 9b). This finding is considered to be a result of the small sample size for the multiple call/No NRT group and thus a wide confidence interval that includes the MultiCall/NRT quit rate.

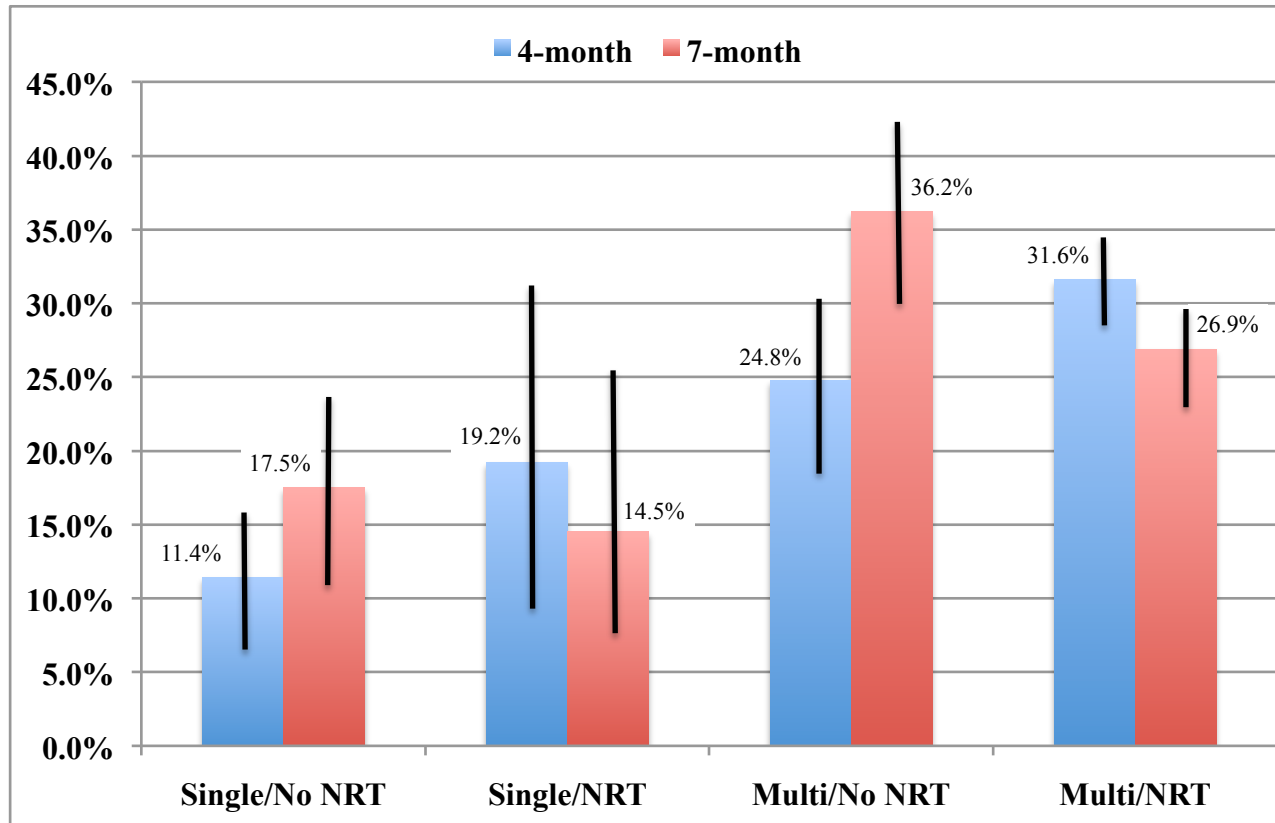
Exhibit 8a: Respondents Abstinent 30 or More Days at 4-month Follow-up by NRT

	Intervention/NRT Status				
	Single Call		Multiple Call		Total
	No NRT	NRT	No NRT	NRT	
Abstinent	22	10	53	291	376
Total N	193	52	214	921	1380
Percent	11.4%	19.2%	24.8%	31.6%	27.2%
Confidence Range	7.6% - 16.7%	10.8% - 31.9%	19.5% - 31.0%	28.7% - 34.7%	24.9% - 29.7%

Exhibit 9b: Respondents Abstinent 30 or More Days at 7-Month Follow-up by NRT

	Intervention/NRT Status				
	Single Call		Multiple Call		Total
	No NRT	NRT	No NRT	NRT	
Abstinent	24	8	93	191	316
Total N	137	55	257	710	1159
Percent	17.5%	14.5%	36.2%	26.9%	27.3%
Confidence Range	12.1% - 24.7%	7.6% - 26.2%	30.6% - 42.2%	23.8% - 30.3%	24.7% - 29.9%

Exhibit 8c: Quitline Participants Abstinent 30 or More Days at Follow-up by NRT Status



Quit Rate Measures

To account for the loss of follow-up respondents and potential bias in the estimates calculated for these respondents, the 7-month/30-day quit rate measures were calculated using *Adjusted* and *ITT* (Intent-To-Treat) responder rate methods (Exhibit 9). The *Adjusted* method includes completes, refusals and no-answers in the denominator (n=2,060). This method assumes that all participants with these final call dispositions continue to be tobacco users. The *Intent-To-Treat (ITT)* method is the most conservative estimate and includes all tobacco users who were randomly selected for follow-up. This denominator includes participants with incorrect contact information such as Not-in-Service or Wrong number.

Exhibit 10: Comparison of 7-month/30-day Quit Rate Measures by Intervention and NRT Status (FY13)

Quit Measure Method	7-month Single Call		7-month Multiple Call	
	No NRT	NRT	No NRT	NRT
Follow-up Quit Rate n=1159	17.5%	14.5%	36.2%	26.9%
Adjusted Quit Rate n=2060	9.9%	8.2%	20.4%	15.1%
ITT Quit Rate n=2514	8.1%	6.7%	16.7%	12.4%

The estimated total of quitters is calculated using the “30-days abstinent after 7-months” rate and the total number of registrants for each quit group. Using the vendor total services and medications cost, the FY13 cost per quitter is estimated to be approximately \$518 (Exhibit 11).

Exhibit 11: Estimated Total Quitters after 7-months and Cost per Quitter (FY13)

	Quit Rate	Total Registrants	Estimated Quitters
Single Call – No NRT	17.5%	2,245	393
Single Call - NRT	14.5%	27	4
Multiple Call – No NRT	36.2%	1,256	455
Multiple Call - NRT	26.9%	10,602	2,852
Total		14,130	3,704
Total Cost for Treatment & Services	\$1,918,256		
Cost per Quitter	\$518		

Focus on Special Populations

Calculations of the percentages of four special populations who were 30-day abstinent at the 7-month follow-up were made. (Exhibit 12)

The Smokeless Tobacco Users (exclusive and combination) had an observed quit rate of 30.5% at the 7-month interval.

Hispanic respondents who participated in the 7-month follow-up had an observed quit rate of 36.7%. Respondents who indicated they were pregnant, planning pregnancy, or currently breastfeeding had an observed quit rate of 38.0% at the 7-month follow-up.

The wide CIs for the three populations indicate that the sample sizes are still small and the precision of the estimated quit rate for this group, at this time, is still not good. These results should be interpreted with caution.

Exhibit 12: Special Populations: 30-day Abstinence at 7-Month Follow-up Interval

Special Populations	30 Days Abstinent		
	7-month		
	Total N	Percent Abstinent	95% CI
Smokeless	128	30.5%	(23.2% - 38.9%)
Hispanic	49	36.7%	(24.7% - 50.7%)
Pregnant/Planning/Breastfeeding	50	38.0%	(25.9% - 51.8%)

Validation of Free & Clear Service Records and Costs

As part of the evaluation efforts of the Arkansas Tobacco Quitline, the SRC completes a monthly validation of Free & Clear invoices and vendor service records. For FY13 very few registrations were identified that needed clarification and research. Ultimately all credits and adjustments were made to resolve any necessary issues. Alere has been very cooperative and responsive to all questions in reconciling the monthly invoices.

Comments:

- An analysis of the details related to fax referrals shows that Alere attempted an average of 5.8 calls before the final code of “Unreached” was entered. The SRC noted that the times that call attempts were made did not vary. All attempts were made within the time frame assigned to the referral. It is suggested that call attempts be made during alternate time frames to increase the possibility of reaching the tobacco user.
- As part of the Service Protocol Agreement with Alere, the initial attempts to reach the referred individuals should be made within 2 days of the fax receipt. A review of the detailed records showed that 9% of the referrals did not meet the criteria.
- A total of 521 different health clinics sent fax referrals to Alere in 2013. Due to the procedures used for entry of referring clinic information into the Alere system, it is difficult to summarize the clinic organizations. Developing a standardized method for entering referring clinic names that will allow counts per clinic and accurate summaries to be made is recommended.

APPENDIX A

7-month follow-up interview questions and percentage results

7-month: Dec 2011 - November 2012 cohorts

Q1) Do you currently smoke cigarettes every day, some days, or not at all?

		137	55	257	710
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	66%	53%	44%	48%
2	Some days	6%	18%	12%	17%
3	Not at all	28%	29%	44%	35%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q1a) How many cigarettes do you smoke per day on the days that you smoke?

		98	39	145	459
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
0-5	1-5 cigarettes	11%	20%	25%	26%
6-10	6-10 cigarettes	31%	36%	27%	31%
11-19	11-19 cigarettes	15%	8%	12%	10%
20	1 pack	29%	23%	23%	24%
21-39	Less than 2 packs	8%	5%	9%	5%
40+	2 packs or more	6%	8%	4%	4%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q1b) Is your usual cigarette brand menthol or non-menthol?

		98	39	145	459
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Menthol	35%	26%	40%	27%
2	Non-menthol	62%	72%	58%	72%
3	No usual type	3%	2%	1%	1%
7	Don't Know	0%	0%	1%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2a) What types of tobacco have you used in the past 30 days . . . Cigarettes?

		137	55	257	710
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	72%	73%	58%	67%
2	No	28%	27%	42%	33%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?

Code		137	55	257	710
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	11%	7%	5%	7%
2	No	89%	93%	95%	93%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2c) [What types of tobacco have you used in the past 30 days . . .] Pipe?

Code		137	55	257	710
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	2%	0%	1%	1%
2	No	98%	100%	99%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?

Code		137	55	257	710
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	9%	13%	9%	6%
2	No	91%	87%	91%	94%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?

Code		137	55	257	710
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	1%	0%	0%	0%
2	No	99%	100%	100%	100%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q3) What types of other products do you use?

		1	0	0	2
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Bidis	0%	-	-	0%
2	Kreteks/Clove flavored cigarettes	0%	-	-	0%
3	Tobacco pouches or snus	100%	-	-	100%
4	Tobacco orbs	0%	-	-	0%
5	Tobacco strips or straws	0%	-	-	0%
6	Water pipes or hookahs	0%	-	-	0%
77	Don't Know	0%	-	-	0%
99	Refused	0%	-	-	0%
	Total	100%	-	-	100%

Q4b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?

		15	4	12	48
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	33%	25%	25%	48%
2	Some days	60%	50%	67%	48%
3	Not at all	7%	25%	8%	4%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q5b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?

		14	3	11	46
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 per week	14%	0%	18%	13%
1-9	1-9	50%	34%	55%	31%
10-100	10-99	29%	33%	18%	41%
100+	100+	7%	33%	9%	15%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q4c) Do you currently smoke a pipe every day, some days, or not at all?

		4	0	2	8
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	25%	-	50%	12%
2	Some days	25%	-	0%	75%
3	Not at all	50%	-	50%	13%
7	Don't Know	0%	-	0%	0%
9	Refused	0%	-	0%	0%
	Total	100%	-	100%	100%

Q5c) How many pipes do you smoke per week during the weeks that you smoke?

		2	0	1	7
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 per week	0%	-	0%	0%
1-9	1-9	50%	-	0%	100%
10+	10+	50%	-	100%	0%
777	Don't Know	0%	-	0%	0%
999	Refused	0%	-	0%	0%
	Total	100%	-	100%	100%

Q4d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?

		12	7	22	42
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	75%	57%	68%	60%
2	Some days	17%	43%	23%	33%
3	Not at all	8%	0%	9%	7%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q5d) How many pouches or tins do you use per week during the weeks that you use tobacco?

		11	7	20	39
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 per week	9%	14%	20%	15%
1-5	1-5 tins	82%	86%	55%	59%
6+	6 or more tins	9%	0%	25%	26%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q4e) Do you currently use other types of tobacco, such as «insert tobacco given in Q3» every day, some days, or not at all?

		1	0	0	2
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	0%	-	-	0%
2	Some days	0%	-	-	100%
3	Not at all	100%	-	-	0%
7	Don't Know	0%	-	-	0%
9	Refused	0%	-	-	0%
	Total	100%	-	-	100%

Q5e) How much [how many] other types of tobacco, such as «insert tobacco given in Q3» do you use per week during the weeks that you use other tobacco?

		0	0	0	2
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 per week	-	-	-	0%
1+	1 or more	-	-	-	100%
777	Don't Know	-	-	-	0%
999	Refused	-	-	-	0%
	Total	-	-	-	100%

Q6a) How soon after you wake up do you smoke your first cigarette?

		100	40	151	478
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Within five minutes	33%	35%	32%	29%
2	6 to 30 minutes	37%	33%	33%	41%
3	31 to 60 minutes	10%	12%	15%	12%
4	More than 60 minutes	20%	20%	19%	18%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

Q6b) How soon after you wake up do you use tobacco other than cigarettes?

		27	11	35	93
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Within five minutes	19%	36%	14%	15%
2	6 to 30 minutes	22%	18%	20%	18%
3	31 to 60 minutes	11%	9%	14%	20%
4	More than 60 minutes	48%	37%	49%	47%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	3%	0%
	Total	100%	100%	100%	100%

Q7a) Do you intend to quit using cigarettes within the next 30 days?

		100	40	151	478
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	64%	75%	62%	65%
2	No	34%	25%	35%	33%
7	Don't Know	2%	0%	3%	2%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q7b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?

		15	4	12	48
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	73%	75%	75%	61%
2	No	27%	25%	25%	33%
7	Don't Know	0%	0%	0%	6%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q7c) Do you intend to quit using a pipe within the next 30 days?

		4	0	2	8
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	50%	-	50%	88%
2	No	50%	-	50%	12%
7	Don't Know	0%	-	0%	0%
9	Refused	0%	-	0%	0%
	Total	100%	-	100%	100%

Q7d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?

		12	7	22	42
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	33%	100%	45%	64%
2	No	67%	0%	55%	33%
7	Don't Know	0%	0%	0%	3%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q7e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q3» within the next 30 days?

		1	0	0	2
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	0%	-	-	100%
2	No	100%	-	-	0%
7	Don't Know	0%	-	-	0%
9	Refused	0%	-	-	0%
	Total	100%	-	-	100%

Q8) Since you first called the Quitline on «registration date», 7 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?

		137	55	257	710
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	68%	82%	84%	91%
2	No	32%	18%	16%	9%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q8a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.

		92	45	215	643
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	1 time	38%	27%	40%	35%
2	2 times	22%	33%	24%	22%
3	3 times	25%	17%	14%	18%
4	4 times	5%	10%	4%	7%
5	5 times	4%	7%	6%	6%
6-9	6-9 times	4%	3%	3%	7%
10+	10+ times	2%	3%	7%	5%
777	Don't Know	0%	0%	1%	0%
999	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

Q9) Our records indicate that the Arkansas Tobacco Quitline sent you Nicotine Replacement «NRT type». Did you use the «NRT type» sent to you by the Arkansas Tobacco Quitline?

		0	2	28	317
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	-	100%	0%	99%
2	No - Didn't use but received NRT	-	0%	86%	1%
3	No - Never received NRT	-	0%	7%	0%
7	Don't Know	-	0%	0%	0%
9	Refused	-	0%	7%	0%
	Total	-	100%	100%	100%

Q9NRT0) Since your call to the Quitline on «registration date», 7 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?

		137	53	257	396
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	0%	100%	0%	100%
2	No	100%	0%	99%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

Q9a) Which NRT did you use?

		0	53	0	396
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Patches	-	75%	-	70%
2	Gum	-	28%	-	27%
3	Lozenges	-	11%	-	16%
4	Inhaler	-	2%	-	2%
5	Nasal Spray	-	0%	-	0%
7	Don't Know	-	0%	-	0%
9	Refused	-	0%	-	0%

Q9b-1, Q9b-2, & Q9b-3) How many days did you use the Nicotine Replacement Therapy?

		0	0	0	0
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	None (0 days)	-	0%	-	0%
2	1-7 days	-	33%	-	45%
3	8-13 days	-	7%	-	5%
4	14 days - 2 weeks	-	33%	-	22%
5	15-21 days	-	6%	-	7%
6	22-28 days	-	1%	-	2%
7	29-49 days	-	12%	-	13%
8	56 days - 8 weeks	-	7%	-	6%
77	Don't Know	-	1%	-	0%
99	Refused	-	0%	-	0%
	Total	-	100%	-	100%

Q9c) Please tell me the reasons for not using the full «2-week or 8-week depending on NRT sent» course of your NRT.

		0	2	0	122
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	I decided not to take it	-	0%	-	4%
2	I didn't feel I needed it	-	0%	-	4%
3	I worried about the side effects	-	0%	-	2%
4	I had problems using it	-	0%	-	48%
5	I was too busy with other things	-	0%	-	7%
6	I simply forgot	-	0%	-	5%
7	I had too many other medications to take	-	50%	-	1%
8	I successfully quit	-	50%	-	5%
10	Not ready to quit/Still smoking	-	0%	-	20%
11	Never received/Not sent full dose	-	0%	-	1%
12	Cost	-	0%	-	1%
88	Other [Specify]	-	0%	-	1%
77	Don't Know	-	0%	-	3%
99	Refused	-	0%	-	0%

Q9d) After using the «2-week or 8-week depending on NRT sent» course of «NRT type» sent to you by the Quitline, did you buy more NRT of any kind?

		0	2	0	314
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	-	0%	-	30%
2	No	-	100%	-	70%
7	Don't Know	-	0%	-	0%
9	Refused	-	0%	-	0%
	Total	-	100%	-	100%

Q10) Since you first called the Quitline seven months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?

		137	55	257	710
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	11%	11%	11%	8%
2	No	89%	89%	88%	92%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

Q10a) What types of pills or medication did you use?

		15	6	27	54
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Zyban	0%	17%	7%	4%
2	Bupropion	0%	0%	4%	7%
3	Wellbutrin	7%	17%	19%	31%
4	Chantix or Varenicline	93%	83%	70%	57%
8	Other [Specify]	0%	0%	4%	2%
7	Don't Know	0%	0%	0%	2%
9	Refused	0%	0%	0%	0%

Q11) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past seven months, such as advice from a health professional or other kinds of quitting assistance?

		137	55	257	710
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	12%	11%	9%	12%
2	No	88%	89%	90%	88%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

Q11a) What did you use?

		16	6	23	87
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Advice from a health professional	19%	67%	43%	48%
2	Website or web-based program	0%	0%	0%	1%
3	Group or counseling cessation program	0%	17%	4%	7%
4	Self-help materials	13%	0%	26%	7%
8	Something else [Specify]	69%	33%	35%	46%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

Q11b) Who was the health professional whose advice you used? Was it a . . .

		3	4	10	42
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Physician	100%	75%	80%	93%
2	Nurse	0%	25%	10%	12%
3	Pharmacist	0%	0%	0%	5%
4	Dentist	0%	0%	10%	2%
8	Other [Specify]	0%	0%	10%	10%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q12&Q12a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/
Have you used any tobacco products, even a pinch, in the last 30 days?**

		137	55	257	710
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	82%	85%	64%	73%
2	No	18%	15%	36%	27%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q13a) When was the last time you smoked a cigarette, even a puff?

		98	40	149	477
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 day	95%	82%	90%	89%
1	1 to 4 days	4%	10%	5%	6%
2	5 to 9 days	0%	5%	1%	3%
3	10 to 17 days	0%	3%	1%	1%
4	18 to 24 days	1%	0%	1%	1%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	1%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

Q13b) When was the last time you smoked a cigar, even a puff?

Code		15	4	12	48
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 day	60%	75%	50%	60%
1	1 to 4 days	13%	25%	25%	13%
2	5 to 9 days	0%	0%	17%	13%
3	10 to 17 days	13%	0%	8%	2%
4	18 to 24 days	7%	0%	0%	4%
5	25 to 29 days	7%	0%	0%	8%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q13c) When was the last time you smoked a pipe, even a puff?

Code		4	0	2	8
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 day	25%	-	50%	12%
1	1 to 4 days	50%	-	50%	50%
2	5 to 9 days	0%	-	0%	25%
3	10 to 17 days	0%	-	0%	13%
4	18 to 24 days	0%	-	0%	7%
5	25 to 29 days	25%	-	0%	0%
6	30+ days or more (1 month or more)	0%	-	0%	0%
555	Never - Don't smoke cigarettes	0%	-	0%	0%
777	Don't Know	0%	-	0%	0%
999	Refused	0%	-	0%	0%
	Total	100%	-	100%	107%

Q13d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?

Code		12	7	22	42
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 day	82%	71%	68%	74%
1	1 to 4 days	0%	29%	18%	14%
2	5 to 9 days	8%	0%	4%	2%
3	10 to 17 days	8%	0%	0%	5%
4	18 to 24 days	0%	0%	0%	5%
5	25 to 29 days	0%	0%	5%	0%
6	30+ days or more (1 month or more)	0%	0%	5%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	98%	100%	100%	100%

Q13e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q3», even a puff or pinch?

Code		1	0	0	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 day	0%	-	-	0%
1	1 to 4 days	0%	-	-	0%
2	5 to 9 days	0%	-	-	0%
3	10 to 17 days	0%	-	-	0%
4	18 to 24 days	0%	-	-	50%
5	25 to 29 days	0%	-	-	0%
6	30+ days or more (1 month or more)	100%	-	-	50%
555	Never - Don't smoke cigarettes	0%	-	-	0%
777	Don't Know	0%	-	-	0%
999	Refused	0%	-	-	0%
	Total	100%	-	-	100%

Q14) How motivated are you to stop using tobacco? Would you say . . .

Code		137	55	257	710
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	A great deal	45%	62%	56%	52%
2	A lot	33%	20%	22%	26%
3	A little	15%	13%	13%	16%
4	Not at all	7%	4%	8%	6%
7	Don't Know	0%	1%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

Q15) How confident are you that you could stop using tobacco? Would you say . . .

Code		137	55	257	710
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Very confident	40%	42%	52%	44%
2	Somewhat confident	23%	29%	18%	26%
3	A little confident	20%	18%	18%	17%
4	Not confident at all	17%	11%	11%	12%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	1%
	Total	100%	100%	100%	100%

Q16) What is your single greatest motivation for wanting to stop using tobacco?

		137	55	257	710
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Societal pressure	0%	0%	0%	0%
2	Work pressure	0%	2%	0%	0%
3	Health	66%	58%	69%	69%
4	Cost of tobacco products	7%	15%	8%	6%
5	Family/Friends	25%	25%	18%	21%
7	Religious reasons	0%	0%	1%	1%
8	Smell	1%	0%	0%	1%
88	Other (Specify)	0%	0%	1%	0%
77	Don't Know	1%	0%	1%	1%
99	Refused	0%	0%	2%	1%
	Total	100%	100%	100%	100%

Q17) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .

		137	55	257	710
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Very satisfied	48%	47%	65%	68%
2	Mostly satisfied	14%	27%	11%	17%
3	Somewhat satisfied	18%	8%	15%	11%
4	Not at all satisfied	18%	18%	7%	4%
7	Don't Know	1%	0%	0%	0%
9	Refused	1%	0%	2%	0%
	Total	100%	100%	100%	100%

SEX

		137	55	257	710
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	Male	42%	40%	39%	40%
	Female	58%	60%	61%	60%
	Total	100%	100%	100%	100%

AGE

		137	55	257	710
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	15-24	9%	7%	10%	4%
	25-34	20%	11%	13%	17%
	35-44	12%	20%	17%	17%
	45-54	39%	31%	25%	29%
	55-64	17%	24%	25%	23%
	65-74	3%	5%	9%	9%
	75+	0%	2%	1%	1%
	Refused/Not asked	0%	0%	0%	0%
	Total	100%	100%	100%	100%

RACE

	137	55	257	710
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
White	64%	73%	64%	74%
Black or African American	29%	13%	30%	18%
Am Indian or Alaska Native	2%	2%	2%	2%
Asian	1%	0%	0%	1%
Other	1%	9%	2%	3%
Not asked/Not collected	3%	3%	2%	1%
Don't Know	0%	0%	0%	0%
Refused	0%	0%	0%	1%
Total	100%	100%	100%	100%

PREGNANT

	137	55	257	710
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Pregnant/Planning/BreastFeeding	5%	9%	9%	2%

HISPANIC

	137	55	257	710
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Hispanic	5%	4%	4%	4%

SMOKELESS TOBACCO USER

	137	55	257	710
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Smokeless	12%	13%	14%	9%

APPENDIX B

4-month follow-up interview questions and percentage results

4-month: March 2012 - February 2013 cohorts

Q1) When you spoke with the Arkansas Tobacco Quitline and registered for services how would you rate your registration experience? Would you say . . .

Code	Category	193	52	214	921
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Excellent	44%	42%	50%	59%
2	Good	39%	37%	39%	34%
3	Average	10%	15%	9%	6%
4	Poor	7%	4%	2%	1%
7	Don't Know	0%	2%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2) After your registered with the Quitline, approximately how many minutes was your first intervention call with the Quit Coach?

Code	Category	193	52	214	921
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1-4	1-4 minutes	12%	12%	5%	5%
5-9	5-9 minutes	14%	2%	13%	14%
10-15	10-15 minutes	22%	23%	36%	37%
16-20	16-20 minutes	7%	11%	14%	13%
21+	More than 20 minutes	8%	17%	20%	18%
555	Never Spoke to Quit Coach	32%	27%	8%	7%
777	Don't Know	5%	8%	4%	6%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q3) How would you rate the amount of time you spoke with the Quit Coach? Was it . . .

Code	Category	132	38	196	853
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Just right	79%	71%	79%	86%
2	Too short	13%	5%	3%	3%
3	Too long	7%	19%	17%	10%
4	N/A - Didn't speak to Quit Coach	1%	5%	1%	0%
7	Don't Know	0%	0%	0%	1%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q4) About how many coaching sessions did you receive from the Quit Coach?

				194	851
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
0	0 sessions	-	-	1%	1%
1	1 session	-	-	25%	16%
2	2 sessions	-	-	16%	17%
3	3 sessions	-	-	18%	23%
4	4 sessions	-	-	16%	13%
5	5 sessions	-	-	11%	11%
6+	6+ sessions	-	-	13%	16%
77	Don't Know	-	-	0%	0%
99	Refused	-	-	0%	3%
Total		-	-	100%	100%

Q5) Do you think the number of sessions you received from the Quit Coach was . . .

				195	852
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Just right	-	-	72%	77%
2	Too many	-	-	11%	9%
3	Not enough	-	-	16%	13%
7	Don't Know	-	-	1%	1%
9	Refused	-	-	0%	0%
Total		-	-	100%	100%

Q6) Besides the first registration call, how many times did you call the Arkansas Tobacco Quitline?

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
0	0 times	41%	27%	50%	53%
1	1 time	19%	19%	20%	17%
2	2 times	15%	13%	13%	14%
3	3 times	4%	6%	5%	5%
4	4 times	4%	4%	1%	2%
5	5 times	0%	2%	1%	1%
6+	6+ times	2%	4%	1%	2%
555	Never Spoke to Quit Coach	15%	23%	8%	6%
777	Don't Know	0%	2%	1%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

Q7) How would you rate your experience with the Quit Coach? Was it . . .

		126	35	189	832
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Excellent	44%	40%	46%	54%
2	Good	37%	40%	41%	37%
3	Average	11%	17%	8%	7%
4	Poor	6%	3%	5%	2%
5	Never Spoke to Coach	2%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q8) Did you use the educational materials the Quitline sent you?

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	37%	39%	43%	50%
2	No	40%	54%	43%	42%
8	N/A - Never received materials	22%	7%	14%	8%
7	Don't Know	1%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q8a) How helpful were the materials in helping you quit? Were these . . .

		95	28	147	789
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	37%	39%	43%	50%
2	Somewhat helpful	40%	54%	43%	42%
3	Not at all helpful	22%	7%	14%	8%
7	Don't Know	1%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q8b) Did you share the materials you received with a friend, family member, or anyone else?

		95	28	147	789
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	45%	54%	51%	61%
2	No	55%	46%	49%	39%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q9) How helpful was the Quitline in providing information about medications for quitting tobacco such as the nicotine patch? Would you say . . .

Code		193	52	214	921
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	43%	46%	61%	75%
2	Somewhat helpful	22%	21%	22%	22%
3	Not at all helpful	24%	25%	15%	3%
5	Not applicable	10%	8%	2%	0%
7	Don't Know	1%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q10) How helpful was the Quit Coach in suggesting ways to help you quit tobacco, such as dealing with urges and getting social support? Would you say . . .

Code		124	35	189	830
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	53%	49%	65%	72%
2	Somewhat helpful	30%	37%	25%	23%
3	Not at all helpful	14%	11%	10%	5%
5	Not applicable	2%	3%	0%	0%
7	Don't Know	1%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q11) Did the Quit Coach provide you with a referral for other resources in your community to help you in your quit process?

Code		124	35	189	830
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	48%	50%	50%	55%
2	No	28%	29%	29%	23%
5	N/A - Caller didn't want referral	15%	14%	11%	13%
7	Don't Know	2%	7%	2%	1%
9	Refused	7%	0%	8%	8%
	Total	100%	100%	100%	100%

Q11a) How satisfied were you with the referrals your Quit Coach provided you to assist you in your quit attempt? Were you . . .

Code		54	14	84	393
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very satisfied	48%	50%	50%	55%
2	Mostly satisfied	28%	29%	29%	23%
3	Somewhat satisfied	15%	14%	11%	13%
4	Not at all satisfied	2%	7%	2%	1%
7	Don't Know	7%	0%	8%	8%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q11b) Did you find these other resources helpful in your quit attempt?

		52	14	82	376
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	77%	79%	66%	76%
2	No	19%	21%	32%	23%
7	Don't Know	2%	0%	2%	1%
9	Refused	2%	0%	0%	0%
	Total	100%	100%	100%	100%

Q12) Since calling the Quitline, have you used any of the following programs or services in your community to help you with your quit process? How about . . .

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Other telephone counseling programs	1%	0%	1%	1%
2	In-person class or group	2%	0%	3%	2%
3	Websites	4%	8%	3%	4%
4	Hypnosis or acupuncture	1%	0%	1%	1%
5	Nothing	93%	92%	94%	93%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

Q13) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very satisfied	38%	35%	51%	62%
2	Mostly satisfied	18%	29%	19%	20%
3	Somewhat satisfied	22%	15%	17%	14%
4	Not at all satisfied	21%	21%	13%	4%
7	Don't Know	1%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q14) Did the Arkansas Tobacco Quitline meet your expectations?

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	67%	63%	80%	88%
2	No	33%	35%	20%	12%
7	Don't Know	0%	2%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q15) Would you recommend the Arkansas Tobacco Quitline to others?

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	80%	75%	88%	95%
2	No	20%	25%	10%	5%
7	Don't Know	0%	0%	1%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

Q16) Do you currently smoke cigarettes every day, some days, or not at all?

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	62%	50%	49%	39%
2	Some days	17%	21%	18%	20%
3	Not at all	21%	29%	33%	41%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q16a) How many cigarettes do you smoke per day on the days that you smoke?

		152	37	144	540
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
0-19	Less than 1 pack	58%	54%	68%	71%
20	1 pack	29%	38%	22%	22%
21-39	Less than 2 packs	6%	5%	6%	4%
40+	2 packs or more	7%	3%	4%	3%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q16b) Is your usual cigarette brand menthol or non-menthol?

		152	37	144	540
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Menthol	31%	24%	33%	30%
2	Non-menthol	67%	76%	66%	69%
3	No usual type	2%	0%	1%	1%
5	Not asked	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q17a) What types of tobacco have you used in the past 30 days . . . Cigarettes?

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	81%	77%	68%	60%
2	No	19%	23%	32%	40%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

Q17b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	10%	12%	6%	6%
2	No	90%	88%	94%	94%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

Q17c) [What types of tobacco have you used in the past 30 days . . .] Pipe?

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	1%	2%	2%	1%
2	No	99%	98%	98%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

Q17d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	13%	10%	10%	8%
2	No	87%	90%	90%	92%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

Q17e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?

Code		193	52	214	921
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	1%	0%	0%	0%
2	No	99%	100%	100%	100%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q18) What types of other products do you use?

Code		1	0	1	1
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Bidis	0%	0%	0%	0%
2	Kreteks/Clove flavored cigarettes	0%	0%	0%	0%
3	Tobacco pouches or snus	100%	0%	0%	100%
4	Tobacco orbs	0%	0%	0%	0%
5	Tobacco strips or straws	0%	0%	0%	0%
6	Water pipes or hookahs	0%	0%	0%	0%
8	Other [Specify]	0%	0%	0%	0%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	100%	0%
	Total	100%	0%	100%	100%

Q19b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?

Code		20	6	13	52
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	10%	17%	39%	29%
2	Some days	65%	83%	46%	63%
3	Not at all	25%	0%	15%	6%
7	Don't Know	0%	0%	0%	2%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q20b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?

Code		15	6	11	48
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	7%	50%	18%	12%
1-9	1-9	60%	50%	18%	44%
10+	10 or more	33%	0%	64%	42%
777	Don't Know	0%	0%	0%	2%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q19c) Do you currently smoke a pipe every day, some days, or not at all?

Code		2	1	5	10
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	0%	0%	20%	50%
2	Some days	100%	100%	80%	30%
3	Not at all	0%	0%	0%	20%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q20c) How many pipes do you smoke per week during the weeks that you smoke?

Code		2	1	5	8
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	0%	0%	20%	0%
1-9	1-9	100%	100%	20%	50%
10+	10+	0%	0%	40%	38%
777	Don't Know	0%	0%	20%	12%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q19d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?

Code		25	5	21	78
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	68%	40%	48%	47%
2	Some days	28%	60%	48%	47%
3	Not at all	4%	0%	4%	5%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	1%
	Total	100%	100%	100%	100%

Q20d) How many pouches or tins do you use per week during the weeks that you use tobacco?

Code		24	5	20	74
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	29%	0%	20%	21%
1-9	1-9 tins	63%	100%	70%	76%
10+	10 or more tins	8%	0%	10%	3%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q19e) Do you currently use other types of tobacco, such as «insert tobacco given in Q18» every day, some days, or not at all?

Code		1	0	1	1
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	0%	-	0%	0%
2	Some days	0%	-	100%	100%
3	Not at all	100%	-	0%	0%
7	Don't Know	0%	-	0%	0%
9	Refused	0%	-	0%	0%
	Total	100%	-	100%	100%

Q20e) How much [how many] other types of tobacco, such as «insert tobacco given in Q18» do you use per week during the weeks that you use other tobacco?

Code		0	0	1	1
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	-	-	0%	0%
1+	1 or more	-	-	100%	100%
777	Don't Know	-	-	0%	0%
999	Refused	-	-	0%	0%
	Total	-	-	100%	100%

Q21a) How soon after you wake up do you smoke your first cigarette?

Code		157	40	148	566
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Within five minutes	41%	30%	36%	30%
2	6 to 30 minutes	26%	38%	34%	30%
3	31 to 60 minutes	10%	8%	8%	11%
4	More than 60 minutes	23%	20%	21%	29%
7	Don't Know	0%	2%	0%	0%
9	Refused	0%	2%	1%	0%
	Total	100%	100%	100%	100%

Q21b) How soon after you wake up do you use tobacco other than cigarettes?

Code		44	10	32	128
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Within five minutes	21%	10%	22%	12%
2	6 to 30 minutes	16%	20%	13%	16%
3	31 to 60 minutes	2%	10%	25%	15%
4	More than 60 minutes	59%	50%	34%	55%
7	Don't Know	0%	10%	0%	1%
9	Refused	2%	0%	6%	1%
	Total	100%	100%	100%	100%

Q22a) Do you intend to quit using cigarettes within the next 30 days?

		157	40	148	566
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	71%	85%	66%	72%
2	No	29%	13%	30%	26%
7	Don't Know	0%	2%	3%	2%
9	Refused	0%	0%	1%	0%
Total		100%	100%	100%	100%

Q22b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?

		20	6	13	52
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	65%	67%	62%	77%
2	No	35%	33%	38%	23%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

Q22c) Do you intend to quit using a pipe within the next 30 days?

		2	1	5	10
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	50%	100%	80%	90%
2	No	50%	0%	20%	10%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

Q22d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?

		0	0	0	0
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	40%	80%	62%	66%
2	No	56%	20%	33%	33%
7	Don't Know	0%	0%	0%	1%
9	Refused	4%	0%	5%	0%
Total		100%	100%	100%	100%

Q22e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q18» within the next 30 days?

		1	0	1	1
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	100%	-	100%	0%
2	No	0%	-	0%	100%
7	Don't Know	0%	-	0%	0%

9	Refused	0%	-	0%	0%
	Total	100%	-	100%	100%

Q23) Since you first called the Quitline on «registration date», 4 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	58%	79%	69%	90%
2	No	40%	21%	30%	10%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	1%	0%
	Total	100%	100%	100%	100%

Q23a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.

		111	41	147	829
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	1 time	46%	41%	46%	46%
2	2 times	19%	17%	23%	22%
3	3 times	19%	15%	11%	17%
4	4 times	9%	10%	5%	7%
5	5 times	3%	5%	5%	3%
6-9	6-9 times	3%	2%	6%	3%
10+	10+ times	1%	5%	3%	2%
777	Don't Know	0%	5%	1%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q24) Our records indicate that the Arkansas Tobacco Quitline sent you Nicotine Replacement «NRT type». Did you use the «NRT type» sent to you by the Arkansas Tobacco Quitline?

		1	67	782	850
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	0%	98%	91%
2	No - Didn't use but received NRT	0%	84%	2%	8%
3	No - Never received NRT	100%	12%	0%	1%
7	Don't Know	0%	4%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q24NRTO) Since your call to the Quitline on «registration date», 4 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?

		193	52	214	152
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	100%	0%	100%
2	No	98%	0%	98%	0%
7	Don't Know	0%	0%	1%	0%
9	Refused	2%	0%	1%	0%
Total		100%	100%	100%	100%

Q24a) Which NRT did you use?

		0	52	0	152
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Patches	-	60%	-	68%
2	Gum	-	38%	-	26%
3	Lozenges	-	17%	-	13%
4	Inhaler	-	2%	-	3%
5	Nasal Spray	-	0%	-	0%
7	Don't Know	-	0%	-	0%
9	Refused	-	0%	-	1%

Q24b-1, Q24b-2, & Q24b-3) How many days did you use the Nicotine Replacement Therapy?

		2	52	33	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	None (0 days)	100%	0%	100%	0%
2	1-7 days	0%	54%	0%	36%
3	8-13 days	0%	11%	0%	8%
4	14 days - 2 weeks	0%	13%	0%	34%
5	15-21 days	0%	6%	0%	5%
6	22-28 days	0%	2%	0%	3%
7	29-49 days	0%	10%	0%	8%
8	56 days - 8 weeks	0%	4%	0%	6%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

Q24c) Please tell me the reasons for not using the full «2-week or 8-week depending on NRT sent» course of your NRT.

Code		0	0	56	291
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	I decided not to take it	-	-	5%	4%
2	I didn't feel I needed it	-	-	13%	13%
3	I worried about the side effects	-	-	7%	2%
4	I had problems using it	-	-	20%	42%
5	I was too busy with other things	-	-	2%	5%
6	I simply forgot	-	-	2%	0%
7	I had too many other medications to take	-	-	2%	1%
8	I successfully quit	-	-	11%	8%
10	Not ready to quit/Still smoking	-	-	34%	20%
11	Never received/Not sent full dose	-	-	2%	2%
88	Other [Specify]	-	-	2%	2%
77	Don't Know	-	-	0%	0%
99	Refused	-	-	2%	0%

Q24d) After using the «2-week or 8-week depending on NRT sent» course of «NRT type» sent to you by the Quitline, did you buy more NRT of any kind?

Code		0	0	0	796
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	-	-	-	29%
2	No	-	-	-	71%
7	Don't Know	-	-	-	0%
9	Refused	-	-	-	0%
	Total	-	-	-	100%

Q25) Since you first called the Quitline four months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?

Code		193	52	214	921
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	8%	13%	12%	6%
2	No	91%	87%	86%	93%
7	Don't Know	1%	0%	2%	0%
9	Refused	0%	0%	0%	1%
	Total	100%	100%	100%	100%

Q25a) What types of pills or medication did you use?

Code		15	7	26	59
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Zyban	0%	14%	4%	8%
2	Bupropion	0%	0%	0%	5%
3	Wellbutrin	0%	43%	8%	31%
4	Chantix or Varenicline	93%	71%	85%	59%
8	Other [Specify]	0%	0%	8%	2%
7	Don't Know	7%	0%	0%	0%
9	Refused	0%	0%	0%	0%

Q26) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past four months, such as advice from a health professional or other kinds of quitting assistance?

Code		193	52	214	921
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	11%	13%	8%	12%
2	No	87%	87%	90%	88%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	2%	0%
	Total	100%	100%	100%	100%

Q26a) What did you use?

Code		22	7	18	107
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Advice from a health professional	55%	71%	61%	41%
2	Website or web-based program	0%	0%	0%	2%
3	Group or counseling cessation program	9%	0%	6%	2%
4	Self-help materials	9%	0%	6%	16%
8	Something else [Specify]	32%	29%	28%	43%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

Q26b) Who was the health professional whose advice you used? Was it a . . .

Code		12	5	11	44
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Physician	83%	100%	100%	70%
2	Nurse	8%	20%	9%	16%
3	Pharmacist	0%	0%	0%	2%
4	Dentist	8%	0%	0%	0%
8	Other [Specify]	0%	0%	0%	18%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q27&Q27a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/
Have you used any tobacco products, even a pinch, in the last 30 days?**

		193	52	214	921
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	89%	81%	74%	69%
2	No	9%	19%	22%	30%
7	Don't Know	0%	0%	1%	0%
9	Refused	2%	0%	3%	1%
	Total	100%	100%	100%	100%

Q28a) When was the last time you smoked a cigarette, even a puff?

		157	40	146	557
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	92%	80%	86%	80%
1	1 to 4 days	3%	10%	8%	12%
2	5 to 9 days	1%	3%	1%	2%
3	10 to 17 days	1%	3%	1%	2%
4	18 to 24 days	0%	3%	2%	2%
5	25 to 29 days	1%	0%	0%	1%
6	30+ days or more (1 month or more)	0%	3%	1%	1%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	2%	0%	1%	0%
	Total	100%	102%	100%	100%

Q28b) When was the last time you smoked a cigar, even a puff?

		20	6	13	52
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	40%	17%	46%	44%
1	1 to 4 days	35%	0%	23%	27%
2	5 to 9 days	0%	17%	0%	12%
3	10 to 17 days	10%	33%	15%	8%
4	18 to 24 days	0%	0%	0%	6%
5	25 to 29 days	0%	0%	8%	0%
6	30+ days or more (1 month or more)	10%	33%	0%	2%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	8%	0%
999	Refused	5%	0%	0%	1%
	Total	100%	100%	100%	100%

Q28c) When was the last time you smoked a pipe, even a puff?

		2	1	5	10
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	50%	0%	60%	50%
1	1 to 4 days	0%	100%	0%	30%
2	5 to 9 days	0%	0%	20%	10%

3	10 to 17 days	0%	0%	0%	0%
4	18 to 24 days	50%	0%	20%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	10%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q28d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?

		25	5	21	78
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	60%	60%	52%	67%
1	1 to 4 days	28%	20%	19%	12%
2	5 to 9 days	4%	20%	5%	4%
3	10 to 17 days	0%	0%	0%	4%
4	18 to 24 days	4%	0%	0%	6%
5	25 to 29 days	0%	0%	5%	0%
6	30+ days or more (1 month or more)	0%	0%	14%	5%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	4%	0%	5%	2%
	Total	100%	100%	100%	100%

Q28e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q18», even a puff or pinch?

		1	0	1	1
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	0%	0%	0%	0%
1	1 to 4 days	0%	0%	0%	100%
2	5 to 9 days	0%	0%	0%	0%
3	10 to 17 days	0%	0%	0%	0%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	100%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	100%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	0%	100%	100%

Q29) How motivated are you to stop using tobacco? Would you say . . .

Code		193	52	214	921
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	A great deal	43%	46%	54%	55%
2	A lot	28%	35%	20%	26%
3	A little	21%	13%	17%	13%
4	Not at all	6%	6%	7%	5%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	2%	1%
	Total	100%	100%	100%	100%

Q30) How confident are you that you could stop using tobacco? Would you say . . .

Code		193	52	214	921
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very confident	40%	42%	46%	53%
2	Somewhat confident	28%	35%	26%	23%
3	A little confident	20%	19%	20%	13%
4	Not confident at all	10%	4%	7%	10%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	1%	1%
	Total	100%	100%	100%	100%

Q31) What is your single greatest motivation for wanting to stop using tobacco?

Code		193	52	214	921
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Societal pressure	0%	0%	0%	0%
2	Work pressure	0%	0%	0%	0%
3	Health	56%	56%	61%	62%
4	Cost of tobacco products	9%	10%	6%	6%
5	Family/Friends	30%	29%	24%	26%
7	Religious reasons	0%	2%	1%	1%
8	Smell	1%	2%	1%	1%
88	Other (Specify)	2%	1%	5%	3%
77	Don't Know	0%	0%	0%	0%
99	Refused	2%	0%	2%	1%
	Total	100%	100%	100%	100%

SEX

	193	52	214	921
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Male	38%	35%	32%	40%
Female	62%	65%	68%	60%
Total	100%	100%	100%	100%

AGE

	193	52	214	921
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
15-24	13%	8%	15%	8%
25-34	25%	19%	18%	17%
35-44	21%	8%	17%	20%
45-54	26%	42%	27%	28%
55-64	10%	17%	12%	18%
65-74	4%	4%	10%	8%
75+	1%	2%	1%	1%
Refused/Not asked	0%	0%	0%	0%
Total	100%	100%	100%	100%

RACE

	193	52	214	921
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
White	65%	83%	71%	75%
Black or African American	24%	11%	24%	17%
Am Indian or Alaska Native	3%	0%	1%	2%
Native Hawaiian or Pacific Islander	0%	0%	0%	0%
Asian	1%	0%	0%	0%
Other	4%	4%	4%	4%
Not asked/Not collected	3%	0%	0%	1%
Don't Know	0%	0%	0%	0%
Refused	0%	2%	0%	1%
Total	100%	100%	100%	100%

PREGNANT

	193	52	214	921
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Pregnant	6%	2%	14%	1%
Planning Pregnancy	2%	0%	2%	2%
Breast-Feeding	3%	2%	0%	1%

HISPANIC

	193	52	214	921
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Hispanic	8%	4%	8%	6%

SMOKELESS TOBACCO USER

	193	52	214	921
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Smokeless	15%	15%	12%	14%

EDUCATION

	193	52	214	921
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Less than 9th grade	3%	6%	7%	5%
Grade 9-11	23%	15%	18%	18%
High School Degree	24%	25%	24%	27%
GED	6%	4%	5%	8%
Some Technical or Trade School	1%	1%	3%	2%
Some College or University	28%	27%	23%	23%
Technical/Trade Degree	4%	0%	2%	4%
College or University Degree	8%	21%	13%	12%
Not asked/Not collected	3%	0%	4%	1%
Don't Know	0%	0%	0%	0%
Refused	0%	1%	1%	0%
Total	100%	100%	100%	100%



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